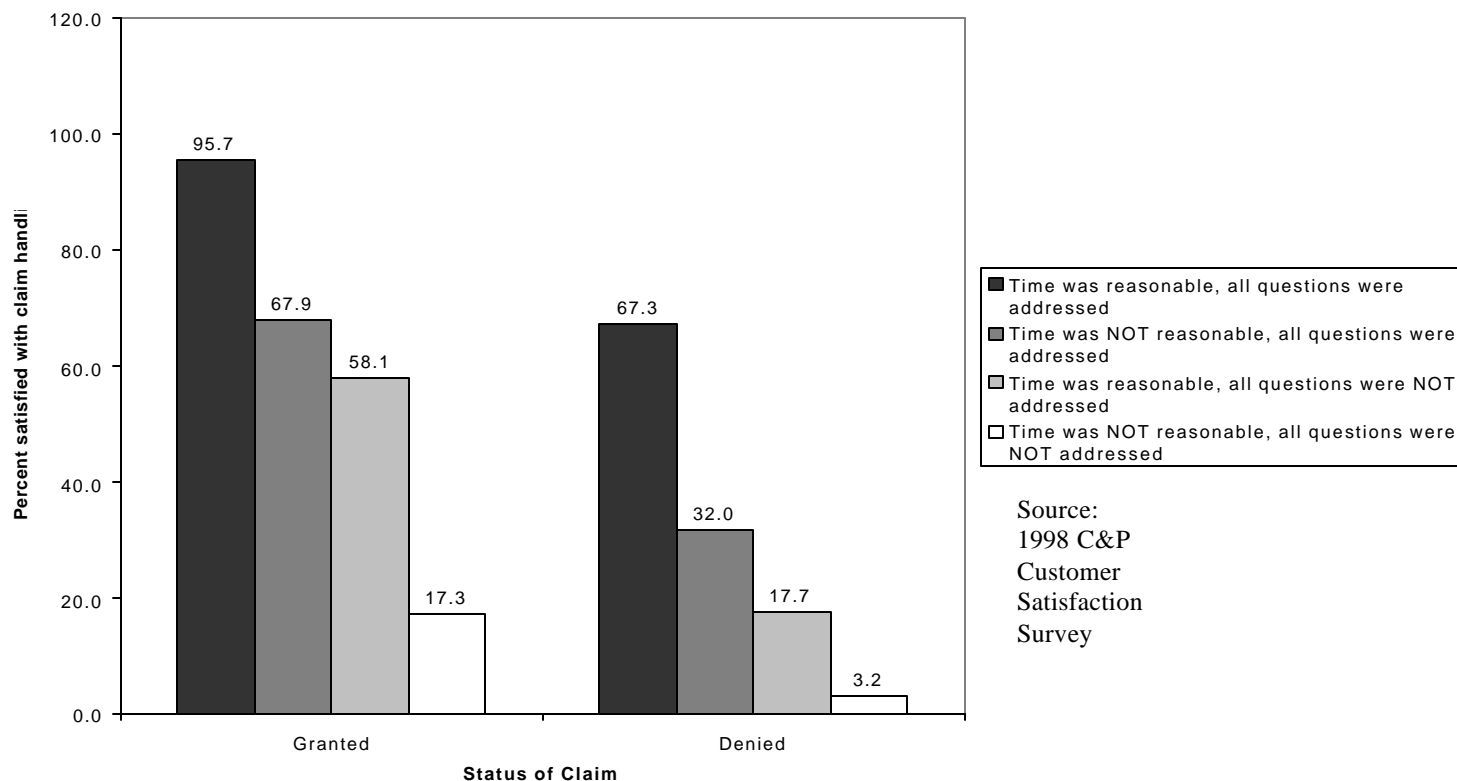


SATISFACTION WITH CLAIM HANDLING: HOW DOES IT RELATE TO STATUS, TIMELINESS, AND COMMUNICATION?

Satisfaction With Claim Handling, by Status of Claim, Timeliness, and Having Had All Questions Addressed



- Overall, veterans whose claims were denied are less satisfied with the way their claims were handled compared to veterans whose claims were granted (25.7 percent vs. 75.0 percent¹). However, satisfaction with claim handling does not depend only on the claim decision. In some cases, a veteran whose claim was denied can be more satisfied than a veteran whose claim was granted.
- About 67.3 percent of veterans whose claims were *denied* were satisfied with the handling of their claims if they felt the time taken to get a decision on their claims was reasonable and they felt VA was able to fully address all of their questions, concerns, or complaints.
- Also, 32.0 percent of veterans whose claims were *denied* were satisfied with the handling of their claims if VA was able to fully address all of their questions, concerns, and complaints even if they felt the time was not reasonable. In other words, good communication had a greater effect than timeliness in increasing overall satisfaction.
- Conversely, only 17.3 percent of veterans whose claims were *granted* were satisfied with the handling of their claims when they did not feel the timeliness was reasonable and did not think VA fully addressed all of their questions, concerns, and complaints.
- While claimants whose claims are denied are generally more dissatisfied with the claims process, and those with claims granted are generally more satisfied, timeliness and communication are also strong predictors of whether or not a veteran will be satisfied with the handling of his/her claim.

¹ Figures not included in chart.

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July 1999